

MEMORANDUM

TO: Chairman Sara Kyle
Director Eddie Roberson
Director Pat Miller
Director Ron Jones

FROM: Carsie Mundy
Chief, Consumer Services Division

DATE: April 16, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-MARCH¹

Regulated utility complaints received and investigated in March:	87
Non-regulated complaints received and investigated in March:	10
Number of follow-up investigations made in March:	363
Year-to-date regulated utility complaint total:	205
Number of Telemarketing complaints investigated in March:	62
Year-to-date Telemarketing complaints:	142
Year-to-date total of Tennesseans signed up for Do Not Call Register:	3,062,488
Number of active telemarketing solicitors:	515
Number of Do Not Call Renewal Applications Approved:	1
Number of Do Not Fax complaints investigated in March:	34
Year-to-date total of Do Not Fax complaints:	139
Year-to-date total TDAP devices ordered:	331
Number of calls to Verizon Relay Center: Intrastate: 21,881 Interstate: 2,799	24,680
Number of calls to Cap Tel Center: Intrastate: 21,031 Interstate: 3,650	24,681
Number of Lifeline Applications Approved:	189
Number of Link-up Applications Approved:	16
Total number of calls answered in the queue:	1,259
Outgoing calls to consumers generated by the queue:	661

(Reflects number of complaints received in March 2007 for Utility 1 & Utility 2)

¹ Data in this report may change as information is updated.

Telephone Companies

1. Ardmore	1
2. BellSouth	45
3. Crockett	1
4. Embarq	1
5. Frontier/Citizens	4
6. TDS	2
7. West Tennessee Telephone Co.	1

Gas, Water, Electric

1. AT&T Residential	2
2. Charter Fiberlink	4
3. Knology	1
4. MCI	1
5. Network Telephone	4
6. AT&T Residential	1
7. BellSouth	1
8. MCI	2

Billing Agents

1. ILD Telecommunications	1
2. ZPDI	2

Non-Regulated Complaints

1. BellSouth	9
2. ITC	1

Resellers

1. Access Integrated Networks	1
2. GlobalTel	1
3. Inmate Communications	1
4. NCIC	1
5. Network Telephone	2
6. Telrite	1
7. Time Warner	1
8. West Kentucky Networks	1
9. Atlanta Gas	1
10. Atmos Energy	3
11. Lynwood	1
12. NGC	2

**CL
EC
S****Long Distance****Regulated Complaints for NR Companies**

1. NetZero	1
2. Web.com	1

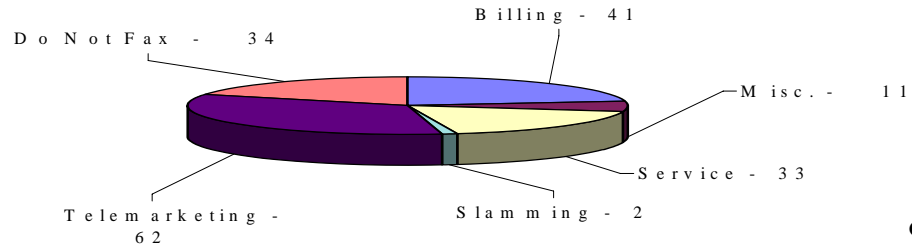
Wastewater

1. Tennessee Wastewater	5
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VOIP

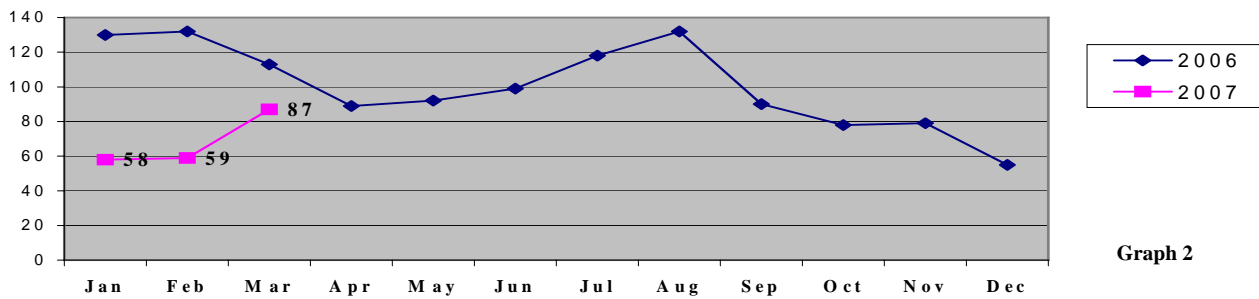
1. Comcast Phone of Tennessee	2
2. Vonage	1

Regulated Complaint Totals for March:



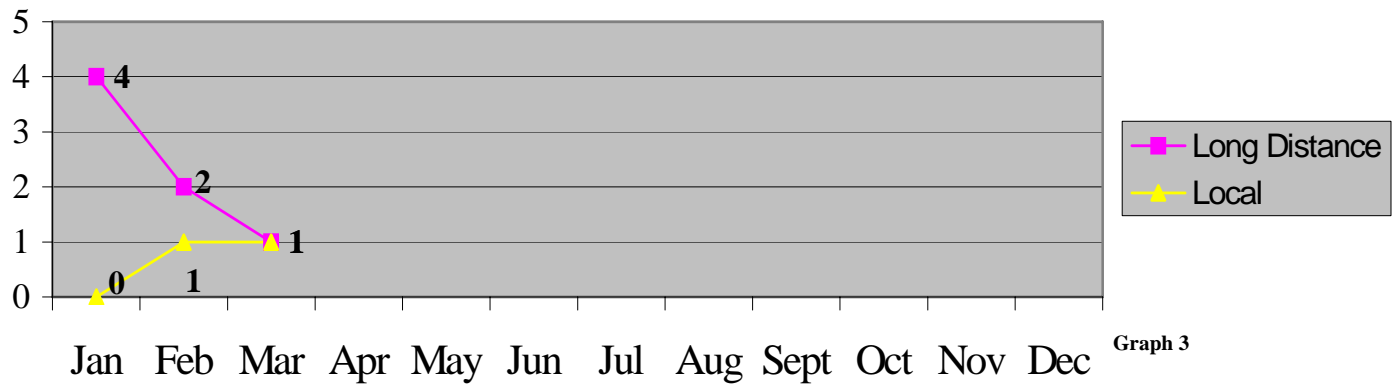
Graph 1

Regulated Utility Complaints:



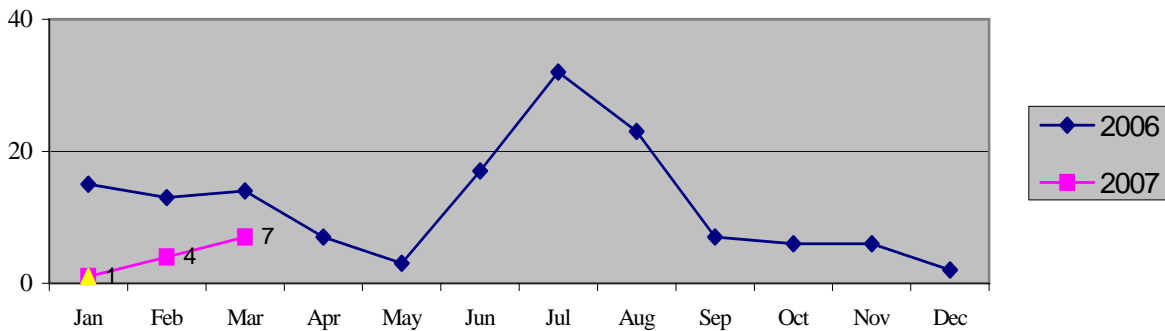
Graph 2

Slamming Totals:



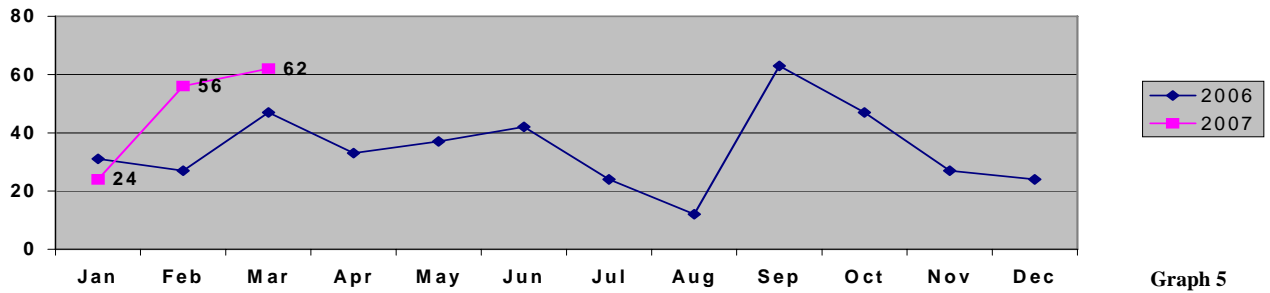
Graph 3

County Wide Calling Complaints:



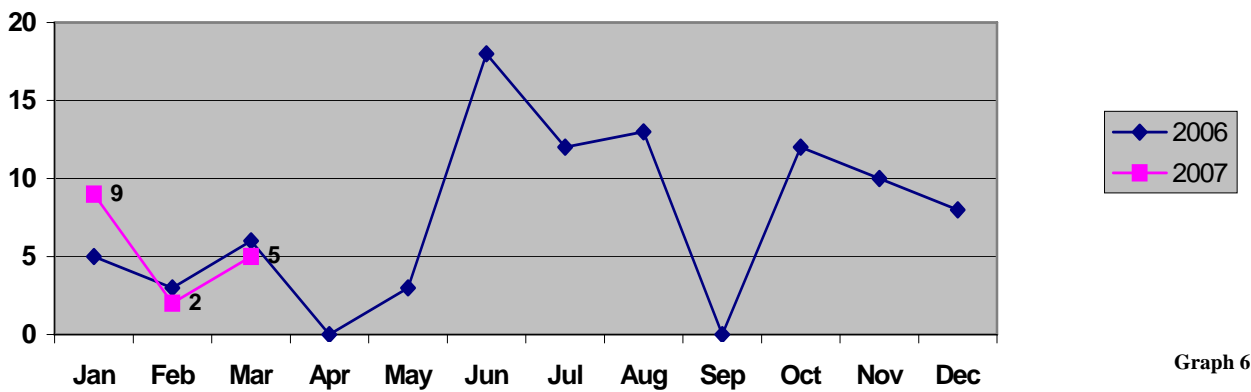
Graph 4

Telemarketing Complaints: (Most Complaints: Dish Network)



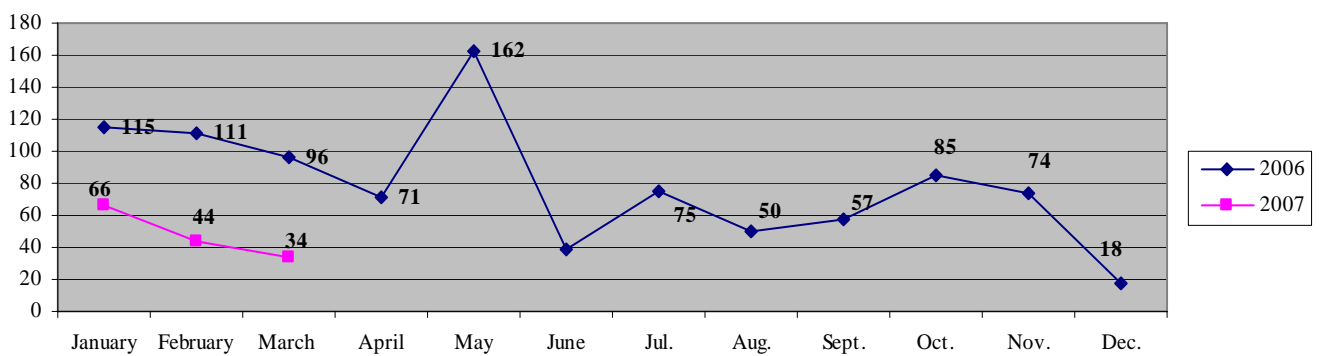
Graph 5

Telemarketing Solicitor New Applications Approved:



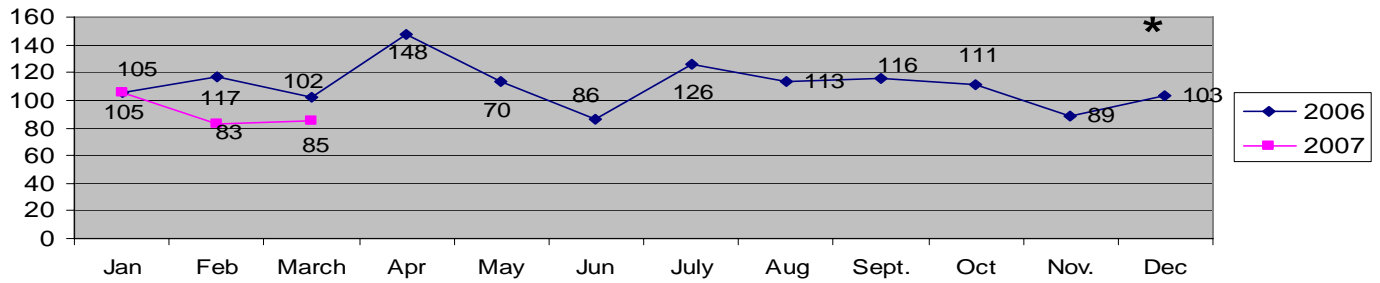
Graph 6

Do Not Fax Complaints:



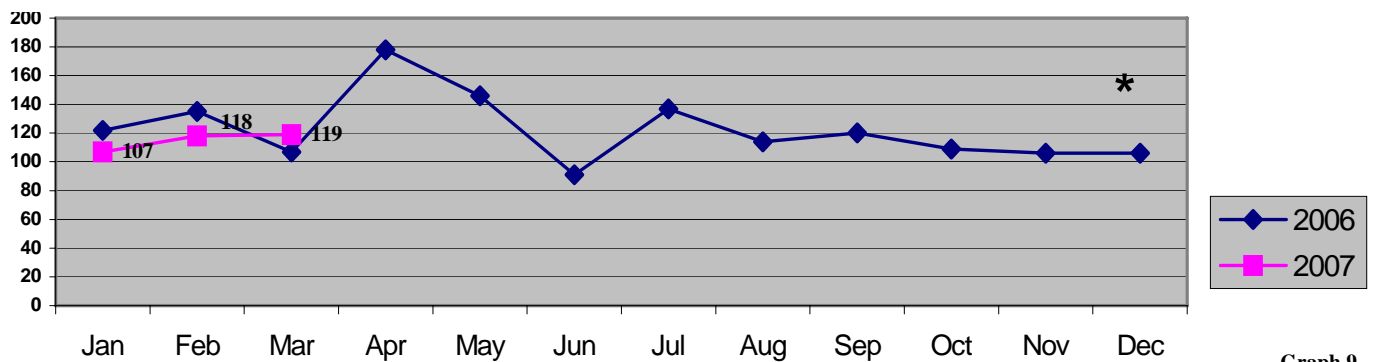
Graph 7

TDAP Applications Approved:



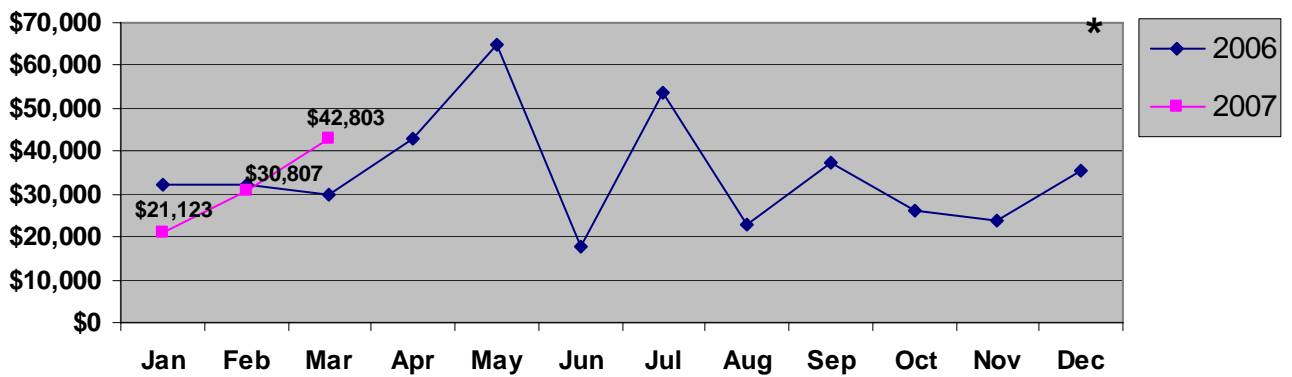
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

*Capitel equipment was initially ordered in May 2005

